<u>In the Specification</u>

Please replace the paragraph beginning on page 2, line 23, with the following:

Although application generators make creating and maintaining IVR systems easier, they still can be difficult to master. For example, there are possibly over 50 graphical icons shown in FIG. 1, with each icon being designed for a specific purpose. Although the graphical image of the icons may aid the user's understanding of the function that is provided, it still may be difficult to fully master the power and capabilities provided. Additionally, once the application is configured, the application generator generates an executable software module that needs to be executed in order to have the application run and perform the functions the user has configured. If there is a change in the configuration, the application generator needs to generate the executable software module that executes the newly modified version of the application before the configuration change takes effect. However, in systems that require non-stop operation, it is not practical to terminate an old version of the application so that the newly modified version can be started. This can make it difficult to modify a running IVR system because the running software application may need to be brought down, in order to install the updated version.

Please replace the paragraph beginning on page 6, line 15, with the following:

A box 204 indicates that a signal InitEnd can be sent after prompt 203 is played. The InitEnd will be sent if box 204 is configured as empty meaning that this path is configured as valid. As shown in this example, box 204 is closed, indicating that the valid path would proceed through a box 206 which is empty. In a preferred embodiment, boxes 204 and 206 are mutually exclusive such that the general-purpose block can be configured to play a prompt and then send a signal or play a prompt and process received input (and subsequently send a signal). When boxes 204 and 206 are configured to play the prompt and process received input, prompt 203 is typically a voice message. In other embodiments such as in ToL systems, a video message or an audiovisual message can be played for prompt 203.

2